



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/941,863	08/30/2001	Tadao Takagi	110498	7539
25944	7590	09/23/2005	EXAMINER	
OLIFF & BERRIDGE, PLC P.O. BOX 19928 ALEXANDRIA, VA 22320			THAI, CANG G	
			ART UNIT	PAPER NUMBER
			3629	

DATE MAILED: 09/23/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/941,863

Applicant(s)

TAKAGI, TADAO

Examiner

Cang G. Thai

Art Unit

3629

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 30 August 2001.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-31 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-31 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☒ All b) ☐ Some * c) ☐ None of:
1. ☒ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____

DETAILED ACTION

Priority

1. Applicant is reminded that in order for a patent issuing on the instant application to obtain the benefit of priority based on priority papers filed in parent Application No. JAPAN 2000-265653, dated 09/01/2000 under 35 U.S.C. 119(a)-(d) or (f), a claim for such foreign priority must be timely made in this application. To satisfy the requirement of 37 CFR 1.55(a)(2) for a certified copy of the foreign application, applicant may simply identify the application containing the certified copy.

Claim Rejections - 35 USC § 101

2. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

3. Claims 1-12 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

The basis of this rejection is set forth in a two prong test of:

- (1) whether the invention is within the technological arts; and
- (2) whether the invention produces a useful, concrete, and tangible result.

For a claimed invention to be statutory, the claimed invention must be within the technological arts. Mere idea in the abstract (i.e. abstract ideas, law of nature, natural phenomena) that do not apply, involve, use, or advance the technological arts fail to promote the "progress of science and the useful arts" (i.e. physical sciences as opposed to social sciences for example), and therefore are found to be non-statutory subject

Art Unit: 3629

matter. For a process claim to pass muster, the recited process must somehow apply, use or advance the technological arts.

In the present case, claim 1 is directed to "a product maintenance method, comprising:

receiving access regarding a repair request for a product from a terminal of a user who uses the product via the Internet;

transmitting screen information with regard to repair conditions set for repairing the product to the terminal of the user via the Internet; and

receiving an agreement to the repair conditions and a repair request for the product from the terminal of the user via the Internet".

In the present case, claim 1 does not require any technology. The recited steps of program management does not apply, involve, use, or advance the technological arts since all of the recited steps can be done with no technology at all. The recited steps only constitute an idea for product maintenance.

Additionally, for a claimed invention to be statutory, the claimed invention must produce a useful (specific utility), concrete (repeatability and/or implementation without undue experimentation), and tangible (a real or actual affect) result.

Claim Rejections - 35 USC § 112

4. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter, which the applicant regards as his invention.

Art Unit: 3629

5. Claims 1-31 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

In claim 1, it is not clear what is the scope of the claimed invention and how the steps are implemented to achieve the scope of the claimed invention? Applicant is recommended to insert an objective of the claimed invention in the preamble to improve clarity. Product maintenance is not a proper scope of the claimed invention. It is not clear on the product maintenance in the body of the claim and how it is related to the program management as mentioned in the preamble.

Claim Rejections - 35 USC § 102

6. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

7. Claims 1-31 are rejected under 35 U.S.C. 102(e) as being anticipated by US Patent No. 6,216,108 (LEVANDER).

As for claim 1, LEVANDER discloses a product maintenance method, comprising:

receiving access regarding a repair request for a product from a terminal of a user who uses the product via the Internet {See Fig. 3, Element 52};

transmitting screen information with regard to repair conditions set for repairing the product to the terminal of the user via the Internet {See Fig. 3, Element 64}; and receiving an agreement to the repair conditions and a repair request for the product from the terminal of the user via the Internet {See Fig. 3, Element 68}.

As for claim 2, LEVANDER discloses a product maintenance method according to claim 1, further comprising:

transmitting screen information for displaying an input screen to enable entry of user information including information with regard to a product to be repaired to the terminal of the user via the Internet {See Fig. 3, Element 72};

receiving the user information from the terminal of the user via the Internet {See Fig. 3, Element 50};

assigning a repair order ID corresponding to the repair request is assigned {See Fig. 3, Element 10};

storing the user information in a storage device together with said repair order ID {See Fig. 3, Element 62}; and

transmitting information indicating said repair order ID to the terminal of the user via the Internet {See Fig. 3, Element 70}.

As for claim 3, LEVANDER discloses a product maintenance method, comprising:

receiving a repair request for a product from a terminal of a user who uses the product via the Internet {See Fig. 3, Element 52};

selecting a packing box corresponding to the product, the repair request for which has been received, based upon product information stored in a database {See Fig. 3, Element 66}; and

transmitting information instructing delivery of the selected packing box to the user, to a server of a transport operator via the Internet {See Fig. 3, Element 64}.

As for claim 4, LEVANDER discloses a product maintenance method according to claim 3, further comprising:

transmitting information instructing that the product packed in the packing box be picked up from the user to the server of the transport operator via the Internet {See Fig. 3, Element 72}; and

transmitting information instructing delivery of the product that has been repaired to the user, to the transport operator via the Internet upon completion of repair of the product {See Fig. 3, Element 70}.

As for claim 5, LEVANDER discloses a product maintenance method, comprising:

receiving a repair request for a product from a terminal of a user who uses the product via the Internet {See Fig. 3, Element 74}; and

transmitting information regarding the product which enables a transport operator to select a packing box corresponding to the product the repair request for which has been received, and information instructing delivery of the selected packing box to the user, to a server of the transport operator via the Internet {See Fig. 3, Element 86}.

Art Unit: 3629

As for claim 6, LEVANDER discloses a product maintenance method according to claim 5, further comprising:

transmitting information instructing that the product packed in the packing box be picked up from the user transmitted to the server of the transport operator via the Internet {See Fig. 3, Element 70}; and

transmitting information instructing delivery of the product that has been repaired to the user, to the transport operator via the Internet upon completion of repair of the product {See Fig. 3, Element 54}.

As for claim 7, LEVANDER discloses a product maintenance method according to claim 6, further comprising:

transmitting an repair cost estimate for the product, the repair request for which has been received, to the terminal of the user via the Internet prior to starting a repair work {See Fig. 3, Element 64};

obtaining a repair approval based upon said estimate from the user via the Internet; and

said repair cost estimate including a price of the packing box and a price of collecting and delivering the product {See Fig. 3, Element 70}.

As for claim 8, LEVANDER discloses a product maintenance method comprising:

receiving a repair request for a product from a terminal of a user who uses the product via the Internet {See Fig. 3, Element 52};

Art Unit: 3629

transmitting a repair cost estimate for the product, the repair request for which has been received, to the terminal of the user via the Internet {See Fig. 3, Element 64}; and

obtaining a repair approval based upon said estimate from the user via the Internet {See Fig. 3, Element 68}.

As for claim 9, LEVANDER discloses a product maintenance method according to claim 8, further comprising:

transmitting an estimate of a repair completion date to the terminal of the user together with said estimate for the repair cost {See Fig. 3, Element 72}.

As for claim 10, LEVANDER discloses a product maintenance method, comprising:

receiving a repair request for a product from a terminal of a user who uses the product via the Internet {See Fig. 3, Element 52};

assigning a repair order ID corresponding to the repair request {See Fig. 3, Element 10}; and

transmitting information indicating said repair order ID to the terminal of the user via the Internet {See Fig. 3, Element 70}.

As for claim 11, LEVANDER discloses a product maintenance method according to claim 10, further comprising:

storing a repair progress status for the product at each stage including a delivery preparation status in a storage device in correspondence to said repair order ID {See Fig. 3, Element 62}; and

Art Unit: 3629

when an inquiry on the repair progress status is made from the terminal of the user by indicating said repair order ID via the Internet, obtaining the repair progress status corresponding to said repair order ID from said storage device and transmitting the repair progress status thus obtained to the terminal of the user via the Internet {See Fig. 3, Element 76}.

As for claim 12, LEVANDER discloses a product maintenance method, comprising:

receiving access regarding a repair request for a product from a terminal of a user who uses the product via the Internet {See Fig. 3, Element 52};

transmitting screen information with regard to repair conditions set for repairing the product to the terminal of the user via the Internet {See Fig. 3, Element 64};

transmitting screen information for displaying an input screen to enable entry of user information including information with regard to the product to be repaired to the terminal of the user via the Internet {See Fig. 3, Element 72};

receiving an agreement to the repair conditions and the user information from the terminal of the user via the Internet {See Fig. 3, Element 68};

determining to receive the repair request for the product {See Fig. 3, Element 86};

assigning a repair order ID corresponding to the repair request {See Fig. 3, Element 10};

storing the user information in a storage device together with said repair order ID {See Fig. 3, Element 62};

transmitting information indicating said repair order ID to the terminal of the user via the Internet {See Fig. 3, Element 80};

selecting a packing box corresponding to the product, the repair request for which has been received, based upon product information stored in a database {See Fig. 3, Element 50};

transmitting information instructing delivery of the selected packing box to the user, to a server of a transport operator via the Internet {See Fig. 3, Element 86};

transmitting information instructing that the product packed in the packing box be picked up from the user, to the server of the transport operator via the Internet {See Fig. 3, Element 54};

transmitting a repair cost estimate for the product, the repair request for which has been received, to the terminal of the user via the Internet prior to starting a repair work {See Fig. 3, Element 70};

obtaining a repair approval based upon said estimate from the terminal of the user via the Internet {See Fig. 3, Element 78};

storing a repair progress status for the product at each stage including a delivery preparation status in a storage device in correspondence to said repair order ID {See Fig. 3, Element 62};

when an inquiry on the repair progress status is made from the terminal of the user by indicating said repair order ID via the Internet, obtaining the repair progress status corresponding to said repair order ID from the storage device and transmitting

the repair progress status thus obtained to the terminal of the user via the Internet {See Fig. 3, Element 10};

transmitting information instructing delivery of the product that has been repaired to the user, to the server of the transport operator via the Internet upon completion of repair of the product {See Fig. 3, Element 76}; and

transmitting information instructing that a repair fee be collected to a server of a repair fee collector via the Internet upon completion of the repair on the product {See Fig. 3, Element 78}.

As for claim 13, LEVANDER discloses a product maintenance business system, comprising a product user, a product maintenance business operator, a transport operator, and a repair fee collector which are connected via the Internet, wherein:

said product maintenance business operator receives a repair request for a product from the product user, selects a packing box corresponding to the product, estimates a repair cost and repairs the product {See Fig. 2, Element 10};

said transport operator delivers said packing box to the product user, picks up the product to be repaired from the product user and delivers the product having been repaired to the product user {See Fig. 2, Element 54}; and

said repair fee collector collects a repair fee {See Fig. 2, Element 50}.

As for claim 14, LEVANDER discloses a product maintenance business system for offering product repair services, comprising:

Art Unit: 3629

a server of a product maintenance business operator that is connected with a terminal of a product user, a server of a transport operator and a server of a repair fee collector via the Internet {See Fig. 3, Element 10}, wherein

said server of the product maintenance business operator executes {See Fig. 3, Element 10}:

processing for displaying repair conditions set for a product on a homepage on the Internet {See Fig. 3, Element 64};

processing for inputting information from the product user indicating an agreement to the repair conditions and storing said information in a storage device {See Fig. 3, Element 62}; and

processing for assigning a repair order number and notifying the product user of the repair order number via the Internet {See Fig. 3, Element 70}.

As for claim 15, LEVANDER discloses a product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business operator that is connected with a terminal of a product user, a server of a transport operator and a server of a repair fee collector via the Internet {See Fig. 3, Element 10}, wherein

said server of the product maintenance business operator executes {See Fig. 3, Element 10}:

processing for searching a packing box corresponding to a product, a repair request for which has been issued by the product user, from a database having stored

Art Unit: 3629

therein data of different packing boxes corresponding to various types of products {See Fig. 3, Element 62}; and

processing for issuing a request to the transport operator for delivery of the packing box that has been selected through a search to the product user via the Internet {See Fig. 3, Element 76}.

As for claim 16, LEVANDER discloses a product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business operator {See Fig. 3, Element 50};
and

a server of a transport operator, Wherein:
said server of the product maintenance business operator and said server of the transport operator are connected with each other and are also connected with a terminal of a product user and a server of a repair fee collector, via the Internet {See Fig. 3, Element 60};

said server of the product maintenance business operator transmits information indicating a type of product, a repair request for which has been issued by the product user, and a request for packing box delivery, to said server of the transport operator via the Internet {See Fig. 3, Element 10}; and

said server of the transport operator server searches a packing box corresponding to the product, the repair request for which has been issued by the product user, from a database having stored therein data representing different packing boxes corresponding to various types of products {See Fig. 3, Element 64}.

As for claim 17, LEVANDER discloses a product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business operator that is connected with a terminal of a product user, a server of a transport operator and a server of a repair fee collector via the Internet {See Fig. 3, Element 50}, wherein

said server of the product maintenance business operator executes {See Fig. 3, Element 60}:

processing for transmitting a repair cost estimate for the product, the repair request for which has been issued by the product user, to the product user in an electronic mail via the Internet {See Fig. 3, Element 64}; and

processing for receiving an approval of contents of said repair cost estimate and the repair request from the product user via the Internet {See Fig. 3, Element 68}.

As for claim 18, LEVANDER discloses a product maintenance business system according to claim 17, wherein

said server of the product maintenance business operator estimates a delivery completion date in addition to estimating a repair cost for the product and transmits said repair cost estimate with said repair completion date entered therein {See Fig. 3, Element 76}.

As for claim 19, LEVANDER discloses a product maintenance business system according to claim 17, wherein

said repair cost includes fees for a price of a packing box delivered to the product user and fees for delivering the packing box and delivering the product to be repaired {See Fig. 3, Element 78}.

As for claim 20, LEVANDER discloses a product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business operator that is connected with a terminal of a product user, a server of a transport operator and a server of a repair fee collector via the Internet {See Fig. 3, Element 50}, wherein:

said server of the product maintenance business operator assigns a repair order number and notifies the product user of said repair order number via the Internet upon receiving a repair order for a product from the product user via the Internet, and identifies the product under repair in correspondence to said repair order number when there is an inquiry from the product user {See Fig. 3, Element 70}.

As for claim 21, LEVANDER discloses a product maintenance business system, comprising:

a product user, a product maintenance business administrator, a product repair service operator, a transport operator and a repair fee collector which are connected via the Internet {See Fig. 3, Element 50}, wherein:

said product maintenance business administrator receives a repair request for a product from the product user and selects a packing box corresponding to the product {See Fig. 3, Element 64};

said product repair service operator estimates a repair cost and repairs the product {See Fig. 3, Element 70};

said transport operator delivers the packing box to the product user, picks up the product to be repaired from the product user and delivers the product having been repaired to the product user {See Fig. 3, Element 54}; and

said repair fee collector collects a repair fee {See Fig. 3, Element 78}.

As for claim 22, LEVANDER discloses a product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business administrator that is connected with a terminal of a product user, a server of a product repair service operator, a server of a transport operator and a server of a repair fee collector via the Internet {See Fig. 3, Element 50}, wherein

said server of the product maintenance business administrator executes {See Fig. 3, Element 10}:

processing for displaying repair conditions set for a product on a homepage on the Internet {See Fig. 3, Element 64};

processing for inputting information from the product user indicating an agreement to the repair conditions and storing said information in a storage device {See Fig. 3, Element 68}; and

processing for assigning a repair order number and notifying the product user of the repair order number via the Internet {See Fig. 3, Element 70}.

As for claim 23, LEVANDER discloses a product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business administrator that is connected with a terminal of a product user, a server of a product repair service operator, a server of a transport operator and a server of a repair fee collector via the Internet {See Fig. 3, Element 50}, wherein

said product maintenance business administrator server executes {See Fig. 3, Element 10}:

processing for searching a packing box corresponding to a product, a repair request for which has been issued by the product user, from a database having stored therein data of different packing boxes corresponding to various types of products {See Fig. 3, Element 62}; and

processing for issuing a request to the transport operator for delivery of the packing box that has been selected through a search to the product user via the Internet {See Fig. 3, Element 54}.

As for claim 24, LEVANDER discloses a product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business administrator {See Fig. 3, Element 50}; and

a server of a transport operator {See Fig. 3, Element 10}, wherein:

said server of the product maintenance business administrator and said server of the transport operator are connected with each other and are also connected with a

terminal of a product user, a server of a product repair service operator and a server of a repair fee collector via the Internet {See Fig. 3, Element 68};

said server of the product maintenance business administrator transmits information indicating a type of a product, a repair request for which has been issued by the product user, and a request for packing box delivery to said server of the transport operator via the Internet {See Fig. 3, Element 64}; and

said transport operator server searches a packing box corresponding to the product, the repair request for which has been issued by the product user, from a database having stored therein data representing different packing boxes corresponding to various types of products {See Fig. 3, Element 62}.

As for claim 25, LEVANDER discloses a product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business administrator that is connected with a terminal of a product user, a server of a product repair service operator, a server of a transport operator and a server of a repair fee collector via the Internet {See Fig. 3, Element 50}, wherein:

said server of the product maintenance business administrator executes {See Fig. 3, Element 10}:

processing for transmitting a repair cost estimate for the product, a repair request for which has been issued by the product user, to the product user in an electronic mail via the Internet {See Fig. 3, Element 86}; and

processing for receiving an approval of contents of said repair cost estimate and said repair request from said product user via the Internet {See Fig. 3, Element 68}.

As for claim 26, LEVANDER discloses a product maintenance business system according to claim 25, wherein

said server of the product maintenance business administrator estimates a delivery completion date in addition to estimating a repair cost for repairing the product and transmits said repair cost estimate with said repair completion date entered therein {See Fig. 3, Element 70}.

As for claim 27, LEVANDER discloses a product maintenance business system according to claim 25, wherein:

said repair cost includes fees for a price of a packing box delivered to the product user and fees for delivering the packing box and delivering the product to be repaired {See Fig. 3, Element 78}.

As for claim 28, LEVANDER discloses a product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business administrator that is connected with a terminal of a product user, a server of a product repair service operator, a server of a transport operator and a server of a repair fee collector via the Internet {See Fig. 3, Element 50}, wherein:

said server of the product maintenance business administrator assigns a repair order number and notifies the product user of said repair order number via the Internet upon receiving a repair order for a product from the product user via the Internet, and

identifies the product under repair in correspondence to said repair order number when there is an inquiry from the product user {See Fig. 3, Element 70}.

As for claim 29, LEVANDER discloses a computer-readable computer program product containing a program for product maintenance processing, the program comprising:

an instruction for receiving a repair request for a product from a terminal of a user who uses said program via the Internet {See Fig. 3, Element 64};

an instruction for selecting a packing box corresponding to the product, the repair request for which has been received, based upon product information stored in a database {See Fig. 3, Element 62}; and

an instruction for transmitting information instructing delivery of the packing box that has been selected to the user to a server of a transport operator via the Internet {See Fig. 3, Element 10}.

As for claim 30, LEVANDER discloses a computer-readable computer program product according to claim 29, wherein

said computer-readable computer program product is a recording medium on which said program is recorded {See Fig. 3, Element 62}.

As for claim 31, LEVANDER discloses a computer-readable computer program product according to claim 29, wherein:

the computer-readable computer program product is a carrier wave in which the program is embodied as a data signal {See Fig. 3, Element 10}.

Conclusion

8. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

I. U.S. Patent:

- 1) U.S. Patent No. 6,493,680 (LOGAN ET AL) is cited to teach a method and apparatus for processing billing transactions,
- 2) U.S. Patent No. 6,581,045 (WATSON) is cited to teach an asset management system for analyzing the condition of assets and evaluating repair/replacement options, and
- 3) U.S. Patent No. 6,535,294 (ARLEDGE, JR. ET AL) is cited to teach a system and method for preparing customized printed products over communications network.

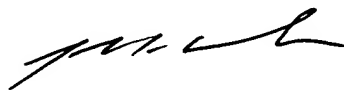
Art Unit: 3629

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Cang (James) G. Thai whose telephone number is (571) 272-6499. The examiner can normally be reached on 6:30 AM - 3:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Weiss can be reached on (571) 272-6812. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

CGT
09/15/2005



JOHN G. WEISS
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 3600